

AGENCY STRATEGIC PLAN

FOR THE FISCAL YEARS

2005 - 2009



ARKANSAS WORKFORCE INVESTMENT BOARD

FUNCTIONAL AREA: EDUCATION

AGENCY STRATEGIC PLAN APPROVAL FORM

FOR THE FISCAL YEARS

2005 - 2009

Jane English
Director

Steve Lux
Board Chair

TABLE OF CONTENTS

AGENCY: ARKANSAS WORKFORCE INVESTMENT BOARD

MISSION Page 1

GOALS Page 1

PROGRAM: ARKANSAS WORKFORCE INVESTMENT BOARD OPERATIONS

DEFINITION Page 2

GOALS, OBJECTIVES, STRATEGIES Page 2

PERFORMANCE MEASURES Page 3

STRATEGIC PLAN

Agency Name	Arkansas Workforce Investment Board
Agency Mission Statement: To establish a unified, flexible, accountable workforce training system implemented through the collaboration of business, industry, labor and citizens, and characterized by accessible and responsive one-stop career development networks. The system will offer employers a resource for workers in existing and emerging occupations and empower Arkansas to receive employment services as well as job-specific training.	

AGENCY GOAL 1:

Prepare the State's unemployed and underemployed for rewarding, well-paying jobs.

AGENCY GOAL 2:

Create an integrated system that upgrades skills of existing employees.

AGENCY GOAL 3:

Support the workforce training needs of employers, including facilitating communications with training providers.

AGENCY GOAL 4:

Define clearly the role of each segment of the educational system and coordinate these segments, ensure that high school graduates have the basic skills needed for further education or work.

AGENCY GOAL 5:

Improve and expand the system of cooperative projects and over-all effort between employers and schools.

AGENCY GOAL 6:

Provide incentives through a skilled workforce for higher-paying business and industry to expand within the State and/or into the State.

AGENCY GOAL 7:

Provide access to career planning and preparation services for all interested Arkansans, offer labor market information that is current and accurate, including information about available jobs and the skills required for those jobs.

STRATEGIC PLAN

Agency Name		Arkansas Workforce Investment Board
Program		Arkansas Workforce Investment Board Operations
Program Authorization		Arkansas Code 15-4-2201, Public Law 105-220
Program Definition: Program Funds-Center Code: <u>0264P01</u>		The Arkansas Workforce Investment Board Operations provides the staff support for carrying out the duties of the Arkansas Workforce Investment Board as required by the Workforce Investment Act. The purpose of the board is to outline a workforce development plan for Arkansas and to provide workforce investment activities, through statewide and local workforce investment systems, that increase employment, retention, and earnings of participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the State of Arkansas.
AGENCY GOAL(S) #	1 - 7	
Anticipated Funding Sources for the Program:		Federal Revenue

GOAL 1:

To outline a workforce development plan and provide policy and procedures to the local workforce investment areas across the State in providing workforce investment activities through locally operated one-stop delivery systems.

OBJECTIVE 1: (Sub-Funds Center Code: To be assigned by DFA - Accounting)

To provide technical assistance to local areas in developing and implementing one-stop delivery systems throughout the State.

STRATEGY 1:

Maintain one office to provide the necessary staff support to meet its objective.

STRATEGY 2:

Eliminate duplication among new and existing programs and providers.

STRATEGY 3:

Implement competency-based certification programs for instructors and students.

STRATEGY 4:

Develop and implement a statewide management information system that simplifies intake, case management, data collection, and reporting, as well as allows for comparative analyses.

STRATEGIC PLAN

Agency Name	Arkansas Workforce Investment Board
Program	Arkansas Workforce Investment Board Operations

PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

DESCRIPTION	METHODS AND SOURCES USED OBTAINING DATA	FISCAL YEAR 2005	FISCAL YEAR 2006	FISCAL YEAR 2007	FISCAL YEAR 2008	FISCAL YEAR 2009
Driven by 0 Audit Exceptions <i>Goal 1, Objective 1</i>	Office of Legislative Audit	0	0	0	0	0
Customer Satisfaction of Employers that have utilized the services available in the Arkansas Workforce Centers <i>Goal 1, Objective 1</i>	Customer Satisfaction Surveys mandated by WIA and calculated using the American Customer Satisfaction Index	75%	76%	76%*	76%*	76%*
Customer Satisfaction of Participants that have utilized the services available in the Arkansas Workforce Centers <i>Goal 1, Objective 1</i>	Customer Satisfaction Surveys mandated by WIA and calculated using the American Customer Satisfaction Index	78%	79%	79%*	79%*	79%*

* Subject to negotiations with U.S. Department of Labor